

Guide

for the flow of goods

Cross-Docking I

Manor AG

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1. Introduction

This document gives a comprehensive overview of the Cross-Docking I flow of goods and is valid for all regions that work with this Supplier.

The structure of the document is chronologically based on the order/delivery sequence.

1.1. What is Cross-Docking I?

Manor has four delivery options in terms of reassortment product flows.

- Stock
- Cross-Docking I
- Cross-Docking II
- Direct

Manor's sourcing strategy is to further expand Cross-Docking type flows in order to reduce the volume of stock and direct. The Cross-Docking I and II goods flows are applied depending on the Supplier's options as well as the special features of the items and product ranges.

What is Cross-Docking I?

Cross-Docking I is usually used to process reassortment orders from stores. According to Manor guidelines, articles that have already been pre-packaged for the various department stores are delivered to the distribution centre. The distribution centre, which receives a collective invoice for the goods, functions here exclusively as a distribution platform for delivery to stores.

The Supply Chain guidelines and EDI guidelines apply.

Cross-Docking I is thus characterised by the following steps:

1. Reassortment ordering by Manor department stores, triggered automatically or via machine data logging
2. Collective ordering (paper or EDI) with distribution list by Manor
3. Store-only (i.e. pre-packed in stores) delivery by the Supplier to a Manor distribution centre
4. Distribution & delivery by the distribution centre to the department stores / supermarkets
5. Collective invoicing (paper) by the partner Supplier or EDI-INVOIC
6. Internal billing by the distribution centre to the stores

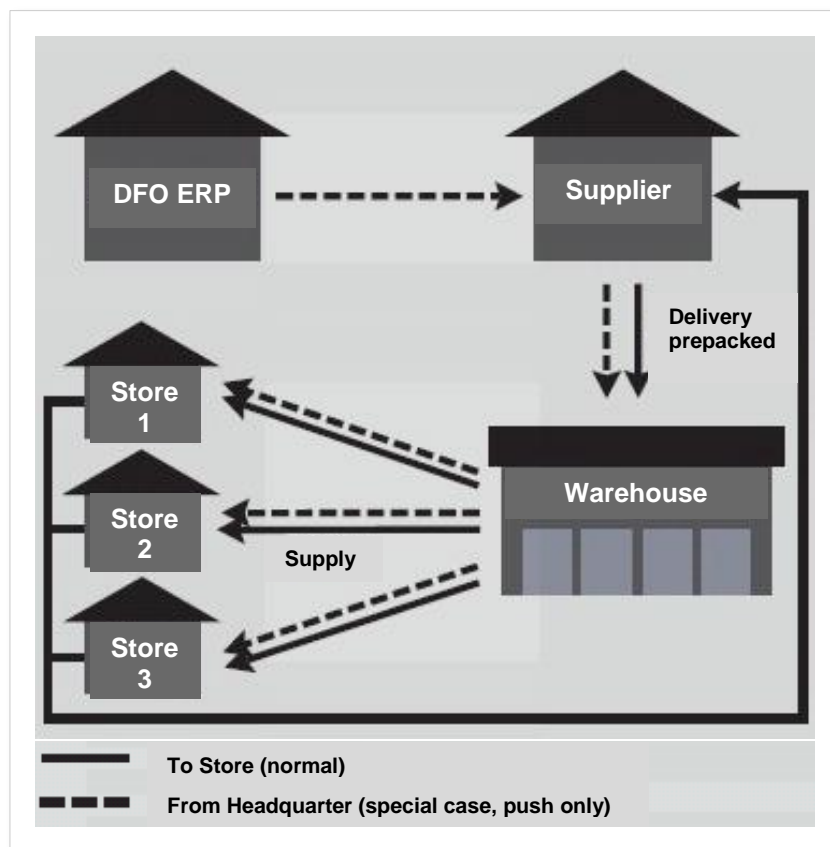


Figure 1: Cross-Docking I flow of goods

1.2. Why does Manor rely on Cross-Docking I?

Due to the following advantages, Manor opts for the Cross-Docking I flow of goods:

- Simple process: ordering, picking, delivery and invoicing are all handled exclusively by the store
- Central deliveries to one or more Manor distribution centres
- Increased rotation
- Better and easier control of the overall process
- Reduction of costs

1.3. Procedure for the changeover

Food coordination for supermarket Suppliers and Supply Chain for all non-food Suppliers.
Abbreviated in the document: Coord. F + SC

1. Initial meeting Coord. F + SC, Purchasing,
2. Supplier analysis Coord. F + SC, Controlling
3. Supplier meeting Coord. F + SC, Purchasing, Supplier
4. DC meeting (if required) Coord. F + SC, Distribution Centre
5. Implementation Coord. F + SC, Purchasing, Distribution Centre, Supplier
6. Control / Monitoring Coord. F + SC, Supplier

1.4. Contact at Manor

Department	Name	Position	Telephone	Email
Supply Chain	Thomas Hell	SC Business Partner for Distribution Center Rickenbach & Bussigny	+41 61 686 12 14	thomas.hell@manor.ch
Supply Chain	Antonino Russo	SC Business Partner for Distribution Center Hochdorf	+41 61 686 12 15	antonino.russo@manor.ch
Supply Chain	Valentin Henz	SC Business Partner for Distribution Center Möhlin	+41 61 686 13 76	valentin.henz@manor.ch
Supply Chain	Simon Michel	Head of Store Logistics & Supplier Mgmt.	+41 61 686 12 16	simon.michel@manor.ch
Purchasing	responsible buyers and assistants			
Transport	For requests, please contact the outbound team at the following e-mail address: transporte.schweiz@manor.ch			
IT	For requests, please contact the EDI team at the following e-mail address: edi.support@manor.ch			

2. Range

The basis for every flow of goods is the goods to be transported. Various points need to be taken into account when considering all the product range characteristics.

2.1. Basic items

Basic items form the standard for the Cross-Docking I process. As a rule, they do not require any additional arrangements and are reassorted either automatically or via machine data logging. The Supplier is obliged to keep a sufficient quantity of basic items in stock at all times to ensure availability of the goods. In the event of a possible change of product range, the Supplier and the purchasing department are mutually obligated to inform each other in good time. Parallel to this, information about stock-out situations must be provided at an early stage.

2.2. Promotional items

These are always ordered by the purchasing department and are therefore not part of stores' reassortment orders. Close consultation between purchasing and the Supplier is necessary to guarantee the availability of the goods.

2.3. Items for demonstration and sampling

In various product categories it may be necessary to have larger quantities available for demonstration and sampling purposes. This process requires prior agreement between Manor and the Supplier. Standard according to Department Store Logistics Information no. 153 October 2014.

2.4. Customer orders

Items that are ordered specifically for a customer must be referenced, go through the exception process and are **not** subject to the Cross-Docking I flow of goods. They are still sent directly to the stores placing the orders if nothing else has been agreed between Manor and the Supplier. If the items ordered are in the product range (referenced), the normal ordering process applies (and to this extent the Cross-Docking I flow of goods).

2.5. Local ranges

The same approach applies to this product category as to customer orders. The critical issue is whether or not the items are referenced in the product range. If they are referenced, the Cross-Docking I procedure applies.

2.6. Manor's own brands

Manor's own brands can also be mapped through the Cross-Docking I procedure. As these are exclusive items, it is essential that agreements regarding disposal rights, changes of product range and purchase guarantees are in place.

2.7. Multi-referenced products

Multi-referenced or double-referenced products are not allowed.

2.8. Labelling

Manor does not carry out any labelling during the Cross-Docking I flow of goods at the Distribution Centre. For this reason, the items must either be pre-labelled at the Supplier or already be equipped with a barcode on the packaging and on the sales unit.

2.9. Product range data maintenance

In order for the various processes surrounding the flow of goods to operate correctly, constant and ongoing maintenance of product range data is necessary. Any change in the master data of an item or a Supplier must be entered into the relevant systems without delay. Important information here includes the minimum order quantity (MOQ), the packaging unit (PU), the delivery unit and dimensions (food), the ordering days and the replacement period (RP) as well as valid EAN codes for sales and packaging units and **valid prices**.

These changes are to be entered in the Manor merchandise management system (DFO) by agreement between the purchasing department and the Supplier. The correct data is essential for a smooth EDI process.

3. Ordering and delivery times

3.1. The importance of having a timetable and adhering to it

Timing is central to Manor's transition to Cross-Docking I, as goods availability must be guaranteed. Smooth running of the process is therefore indispensable for Manor.

3.2. Optimal order and delivery days / times

Manor determines the optimal order and delivery days by using a delivery planning tool (DPT). The optimum order day can be calculated with the help of this tool, based on the delivery schedule (item group transport days), the tour schedule (delivery days for individual stores) and the variables dependent on the goods category (e.g. the location of the Distribution Centre). Optimal here means the greatest possible number of store deliveries in the shortest possible time.

3.3. Company holidays / public holidays

When determining the order days, the entire business year is reassessed, taking into account item and Supplier-specific exceptions. This refers in particular to seasonal differences in the flow of goods or company holidays on the part of Suppliers. In such cases, an agreement between the parties concerned regarding any necessary changes to the order and delivery days (special or additional dates) is necessary in order to avoid bottlenecks in processing items.

3.4. The chronological sequence

As described in Chapter 3.1, adherence to the schedule is essential. The following illustration shows the chronological sequence of the Cross-Docking I flow of goods (this is an example from the food sector; it will differ in the non-food sector):

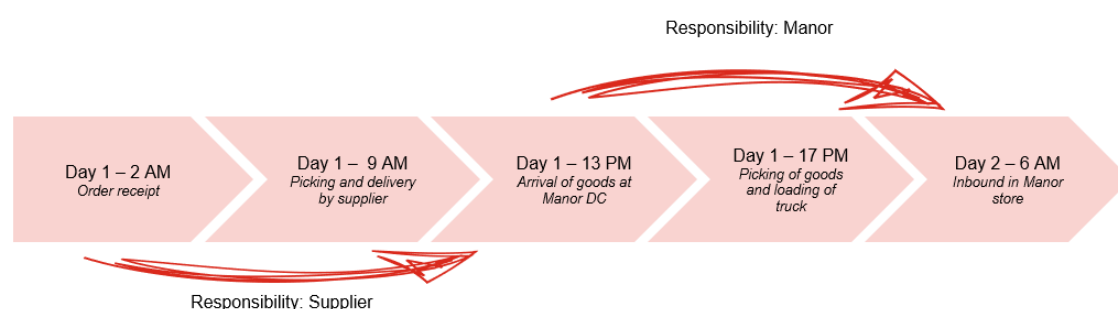


Figure 2: Chronological sequence of the flow of goods in Cross-Docking I

4. Orders

A Cross-Docking I order consists of an order form and distribution list and is triggered by the reassortment process.

Manor orders are placed through two different distribution channels

- via EDI (*Electronic Data Interchange*)
- by mail

4.1. Ordering via EDI (ORDERS)

EDI orders are placed digitally and in particular contain the GLN (Global Location Number) for the invoice, delivery and final recipient addresses as well as the EAN codes for the specification of the respective items ordered.

For EDI orders, the order form and distribution list are combined in a single document. The Manor Cross-Docking ORDERS no. consists of the order number and the supplement for the final recipient.

For all further information on the EDI system, please refer to the existing guidelines.

UNA:+. ? '	
UNB+UNOA:2+7612096000005:14+7600000000000:14+211116:0144+179 '	
UNH+1+ORDERS:D:96A:UN:EAN008 '	
BGM+50E::9+P008891400-GENN+9+NA '	Indicator flow of goods Manor order number
DTM+137:202111160000:203 '	
DTM+11:202111160000:203 '	
DTM+2:202111160000:203 '	
RFF+ON:P008891400 '	
NAD+BY+7612096833993::9 '	Buyer
NAD+SU+7600000000000::9 '	Supplier
NAD+DP+7612096834341::9 '	Delivery point
NAD+SN+7612096834792::9 '	End recipient (Store)
CTA+WH+:GENN-422 '	
NAD+IV+7612096833993::9 '	Invoice recipient (same as BY)
CUX+2:CHF:9 '	
PAT+22++5:3:D:10 '	
PCD+12:4 '	
LIN+1++7611038116590:EN '	EAN
PIA+1+P0-33760102:IN::92 '	
PIA+1+422:CG::92 '	Groupe
QTY+21:2:PCE '	
PRI+AAA:1.3:CT:RTP '	
PRI+AAE:5.9 '	
LIN+2++7611038116583:EN '	
PIA+1+P0-33760101:IN::92 '	
PIA+1+422:CG::92 '	
QTY+21:2:PCE '	
PRI+AAA:1.3:CT:RTP '	
PRI+AAE:5.9 '	
UNS+S '	
CNT+2:2 '	
UNT+30+1 '	

Figure 3: Example EDI ORDERS

4.2. Orders by mail

Orders are sent via mail.

The distribution is listed in the order. The distribution list shows how the items in the collective order are to be divided among the parcels, pallets or crates for the individual operating points – the delivery is made to at least one of Manor’s Distribution Centres. The distribution list must be enclosed with the goods.

Order P007595XXX 1.		MOED	svc-batch-dfo-pr	Page 1 of 1	MANOR	
AGB https://www.manor.ch/de/u/suppliers-en				Cross Docking 1		
Supplier Address 2.				Tax exempt number	CHE-116.267.650 MWST	
				Purchase order copy		
Point of departure Mode				Date	5/20/2021	
				Delivery terms		
				Total amount	600 CHF	
				Total quantity	12.00	
				Cash discount		
				Campaign		
				Invoice to 3.		
				Manor AG, Basel		
				Manor Warenhaus Monthey		
				MONN-23		
				Postfach		
				8901 Urdorf		
Hint: 5.				Goods to 4.		
One purchase order				Manor AG, Basel		
One delivery				Verteilzentrale Moehlin		
One invoice				MOED-23-162 P007543105		
Mention purchase order id on invoice				Industriestrasse 7		
				4313 Moehlin		
Vendor account				Manufacturer		
XXXXX				Region		
Delivery date 6.		Please advice delivery at least one day in advance to:				
5/19/2021		Phone 061 855 52 22, Fax 061 855 52 09				
Pos.	external item number	internal item number	VarNo EAN	Description	Color/Size	Quantity/Price 7.
1		1000013XX	10002408349 XXXX	Jacked	red	12.00 Pieces à 50.00 = 600.00
Warehouse GENN Genf Warenhaus - 8.						
Pos.	external item number	internal item number	Description	Configuration	Quantity	Unit
1	870205XX	1001943XX	JACKED --- MIA	059-red#	12.00	Pieces

Figure 4: Example order form (mail)

- | | | | |
|----------|--|----------|--|
| 1 | Manor order number | 6 | Delivery date |
| 2 | Supplier address | 7 | Item descriptions (item number, total number, etc.) |
| 3 | Billing address | 8 | Goods distribution (prepacked on store) |
| 4 | Delivery address | | |
| 5 | Manor flow of goods 1:1:1 principle | | |

In addition to the information from the order number to the item description, goods distribution is also noted on the order. This shows how the items in the collective order are to be distributed to the packages or pallets for the individual Manor department stores (delivery is made to the

Manor Distribution Centre for all packages). The distribution list must be enclosed with the goods; for the necessary information see Chapter 6, Delivery)

4.3. First order of a new item

The initial order for a new item can be processed in several ways. It can either be triggered directly via the reassortment and thus treated as a Cross-Docking I order, or an order can be placed by the purchasing department via the push goods flows (repartition or transit). There must be an agreement in place between the purchasing department and the Supplier.

5. Transport

Manor has two possible methods of transport and delivery:

1. Collection by Manor (directly from the Supplier)
2. Delivery by the Supplier

The decision is made on the basis of the delivery schedule simulation by Manor in collaboration with the Supplier. In addition to the optimal delivery schedule, the transport costs are also taken into account.

Furthermore, the timings aspect must be taken into account during transport. Due to the complexity of the flow of goods, it is necessary to ensure a smooth process without delays (see Chapter 3.4).

5.1. Collection by Manor

Delivery within Switzerland is generally free. This applies first and foremost to collection and ideally results in a reduction in transport costs. The settlement should be recorded.

The contact for the collection process is the transport department specified in Chapter 1.4 Contact at Manor.

In the event of collection by Manor, the impact on the cost price following the deduction of the transport costs must be determined. It is necessary to specify how Manor charges the additional transport costs to the Supplier. See Chapter 5.3

It is critical that the logistical reimbursement (LR) is noted in the service level agreement (SLA) or in the condition agreement.

5.2. Delivery by the Supplier

The goods are transported and delivered by the Supplier. In particular, the Supplier must guarantee compliance with the transport time windows as specified in accordance with the time schedule (see Chapter 3.4).

The place of delivery is the Distribution Centre indicated on the order.

5.3. Details of the transport cost calculation

The following information is required to calculate the transport costs:

Supplier	
Contact person	
Place of departure (postcode, address, name)	
Place of receipt (Distribution Centre)	
Number of days / week	
Which days of the week?	
Number of pallets / delivery	
Name of the forwarder	
Loading time Supplier	
Delivery time Distribution Centre	
Special handling	
Proportion of transport costs in the purchase price	
Type of goods transportation system (Euro pal., trolley, EW pal.)	
Truck requirements (lifting platform, articulated lorry, etc.)	

6. Delivery

6.1. Transportation system and labelling

Possible transportation systems include Euro pallets, CHEP pallets or cardboard boxes. The delivery must be packed separately and in an orderly manner for each individual department store. The outer packaging is thus store-specific, including the store-specific label. To guarantee smooth processing subsequently, the cartons and pallets must be uniformly labelled. A template for the format used by Manor can be found on the www.manor.ch/de/u/suppliers-en website.

If an EDI solution with DESADV message (Despatch Advice Message) including SSCC (Serial Shipping Container Code) has been agreed, the following requirements shall apply:



Figure 5: Example transportation system labelling

- 1 The merchandise flow should be printed at the top, followed by the supplier's name. You can also use the company logo. The address is not necessary.
- 2 In this zone, information on the number of packages from X to Y must be displayed. Similarly, depending on the flow of goods, the following information is mandatory:
 - For Crossdocking 1, Transit and Direct:
The Code of the Subsidiary and the Department: BASS-68
- 3 In this zone, you must give the complete number of the order (ORDERS Nr.) As well as the number of the corresponding paper delivery note (DESADV Nr.).
- 4 This point is mandatory for Food. On the other hand, it is optional for Non-Food. In this field the recipient branch designated by the order must be printed as large as possible. In addition, it is important to use the name of the branch and not the city. (Ex.: St. Jakob and not Basel, Wiesental and not Chur).
- 5 In the last area the SSCC must be printed in barcode format for automatic reading as well as the code in digits for visual reading. The symbology used must be that of GS1-128 (GS1-128 Symbology).
For Food in Stock flow for a homogeneous delivery unit, it is necessary to add the article code, the Lot number, the expiry date as well as the quantity in barcode format.

Figure 6: Guidelines on transportation system labelling

Other formats are possible for printed orders, provided that all the details listed above are included in the label information.

6.2. Delivery note (DESADV)

UNA:+. ? '	
UNB+UNOA:3+7611038000004:14+760000000000:14+211116:1604+3106853++DESADV+++EANCOM'	
UNH+1+DESADV:D:96A:UN:EAN005'	
BGM+351+2324444+9'	DESADV Nr.
DTM+137:202111160000:203'	
DTM+2:202111170000:203'	
RFH+ON:P008891400-GENN'	Manor order number
NAD+BY+7612096833993::9'	Buyer
NAD+SU+7600000000000::9'	Supplier
NAD+DP+7612096834341::9'	Delivery point
NAD+UC+7612096834792::9'	End recipient (Store)
TDT+20++30'	
CPS+1'	
FAC+1++CT'	
CPS+2+1'	
FAC+1++CT'	
PCI+33E'	
GIN+BJ+123456789012345678'	SSCC
LIN+1++7611038116590:EN'	EAN
QTY+12:0'	
CPS+2+1'	
FAC+1++201'	
PCI+33E'	
GIN+BJ+376110380000845408'	
LIN+2++7611038116583:EN'	EAN
QTY+12:2'	
CNT+2:2'	
UNT+22+1'	
UNZ+1+3106853'	

Figure 7: Example EDI DESADV

6.3. Collective delivery slip (with distribution list)

For EDI orders, the order form and distribution list are combined in a single document (see Chapter 4.2). In addition, it is still possible to use delivery slips in paper form for printed orders. These must contain the following information:

- Manor order number
- Manor item number
- Quantity delivered per item variant
- Backlogs (undelivered quantities per item variant)

Address
Supplier or
Carrier

8

Logo supplier

2

MANOR AG, BASEL
VERTEILZENTRALE MOE
INDUSTRIESTRASSE 7
4313 MOEHLIN

Order
Invoice
Delivery

1

P00XXX

R5038

08.02.2010

Morbio Inferiore, 08 febbraio 2010

CROSSDOCKING

	5	6			7	
Haus	Bulletin	Referenz	Farbe	Best.	Gelief.	
3	AFO 379	39445	511082.01	Schwarz Noir Nero	3	3
			511082.07	Grau Melange Grigio	2	2
			520002.03	Schwarz Anthra Melan	5	5
4	Pakete 1					
	ARA 302	39433	511090.04	Schwarz Noir Nero	4	4
			520002.02	Schwarz Anthra Melan	5	0
			520612.05	Anthra Melang Marine	2	2
	Pakete 1					
	ASD 241	39413	511082.02	Schwarz Noir Nero	3	3
			511082.03	Schwarz Noir Nero	2	2
			511082.09	Grau Melange Grigio	2	2
			520612.02	Schwarz Anthra Melan	3	3
	Pakete 1					
	BAD 202	39426	520612.05	Anthra Melang Marine	2	2
	Pakete 1					
	BAL 236	39431	511082.03	Schwarz Noir Nero	2	2
			520002.02	Schwarz Anthra Melan	5	0
			520612.04	Anthra Melang Marine	3	3
			520612.05	Anthra Melang Marine	2	2
	Pakete 1					
	BAS 203	39404	520002.02	Schwarz Anthra Melan	10	0
			520612.01	Schwarz Anthra Melan	2	2
			520612.02	Schwarz Anthra Melan	2	2
			520612.03	Schwarz Anthra Melan	2	2
			520612.04	Anthra Melang Marine	2	2
	Pakete 1			5	5	
	BEL 235	39430	511082.02	Schwarz Noir Nero	2	2
			511090.05	Schwarz Noir Nero	2	2
			520612.04	Anthra Melang Marine	2	2
	Pakete 1					

Figure 8: Example paper delivery slip only for non-food!

- | | |
|---|---|
| <p>1 Manor order number</p> <p>2 Delivery address Distribution Centre</p> <p>3 Department store (abbreviation + Manor no.)</p> <p>4 Number of packages / polybags for store</p> | <p>5 Manor variant number</p> <p>6 Item description</p> <p>7 Quantity ordered / delivered</p> <p>8 Supplier/transporter address</p> |
|---|---|

6.4. Partial and under-deliveries

As a rule, partial deliveries are not accepted. The original order is finalised in Manor's IT system. This means that no further goods deliveries for the same order can be received and processed.

Exceptions to this may be agreed. General subsequent deliveries must be made within 5 days and are each to be delivered on the original order and handled separately. After this deadline, partial deliveries can no longer be accepted and must be returned.

6.5. Backlogs

In general, no backlogs are accepted. The original order is finalised in Manor's IT system, which also deletes any backlogs. This means that no further deliveries of goods can be agreed for the same order. Any quantities not delivered are automatically reordered. Any other requirements, including those in connection with point 6.3, must have been discussed in advance between Manor and the Supplier.

6.6. Surplus deliveries

As a rule, surplus deliveries are not accepted and are only possible in the event of incorrect master data in terms of PU and MOQ. However, these must be communicated immediately to the purchasing department so that the master data can be corrected.

6.7. Delivery quality

Checks on the logistical delivery quality guarantee constant improvement. These take place in close collaboration between Manor and the Supplier.

Manor will charge the Supplier for the additional expense incurred in the event of non-compliance with the delivery regulations.

7. Invoices

Manor's 1:1:1 principle applies to invoicing: Each order has a delivery slip and an invoice that are mutually congruent:

1 order → 1 delivery slip → 1 invoice

Failure to comply with this principle leads to considerable extra work in searching for and reconciling differences between the documents. Manor reserves the right to subsequently charge for these expenses incurred when processing the invoice.

7.1. EDI invoice (INVOIC) for EDI orders

The majority of the invoicing of goods is done in the form of paper invoices. Invoicing in EDI format "INVOIC" is also possible and can be discussed and the introduction planned in cooperation with Manor's EDI team. The illustration below shows a sample invoice with all the necessary details:

<p>1 Supplier information:</p> <p>Supplier name Address Postcode, City Country VAT number Telephone number</p>	<p>2 Delivery address:</p> <p>Address of the delivered location</p>																						
<p>3 Manor request:</p> <p>Order number P00xxxxxxx</p> <p>Flow of goods Crossdocking 1</p> <p>Shipment note number xxxxxxxxxx</p>	<p>4 Invoice address:</p> <p>Address of the delivered location</p> <p>With Markant contract Manor AG, Basel Distribution Center e.g. Hochdorf Abbr. DC x / WGR x / RY x Huwilstrasse 8 CH-6280 Hochdorf</p> <p>Without Markant contract Manor AG, Basel Distribution Center eg. Hochdorf Abbr. DC x / WGR x / RY x Postfach CH-8901 Urdorf</p>																						
<p>5 End recipient of goods:</p> <p>For example: Grandi Magazzini Manor SUD SA Manor Warenhaus S. Antonino SAON Via Industrie CH 6592 San Antonino</p>																							
<p>6 Manor item description:</p> <table border="1"> <thead> <tr> <th>Pos</th> <th>GTIN</th> <th>Artikel Rabatt/Zuschlag</th> <th>Artikeltext</th> <th>ME</th> <th>fak Menge</th> <th>gel Menge</th> <th>VK-Preis</th> <th>EK-Preis</th> <th>Marg %</th> <th>Nettobetrag</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>7611722015666</td> <td>10-33023801</td> <td>Seichenblock A4 Color uni weiss 35 Blatt</td> <td></td> <td>10,00</td> <td></td> <td>6,00</td> <td>1,04</td> <td>7,7</td> <td>10,40</td> </tr> </tbody> </table>		Pos	GTIN	Artikel Rabatt/Zuschlag	Artikeltext	ME	fak Menge	gel Menge	VK-Preis	EK-Preis	Marg %	Nettobetrag	1	7611722015666	10-33023801	Seichenblock A4 Color uni weiss 35 Blatt		10,00		6,00	1,04	7,7	10,40
Pos	GTIN	Artikel Rabatt/Zuschlag	Artikeltext	ME	fak Menge	gel Menge	VK-Preis	EK-Preis	Marg %	Nettobetrag													
1	7611722015666	10-33023801	Seichenblock A4 Color uni weiss 35 Blatt		10,00		6,00	1,04	7,7	10,40													

Figure 9: Example Invoice (EDI)

- | | |
|---------------------------------|---|
| 1 Supplier information | 4 Manor invoice address |
| 2 Manor delivery address | 5 End recipient of good (Stores) |
| 3 Manor order number | 6 Manor item description |
| Flow of goods | |
| Shipment note number | |

7.2. Invoice address

Suppliers without a Markant contract:

The billing address specified on the invoice must always be made out to a Distribution Centre and must be sent to PO Box, 8901 Urdorf (external partner) (see our store addresses at www.manor.ch/de/u/suppliers-en, under column A).

The delivery address is always a Distribution Centre.

The final consignee (department store) must be indicated on the invoice, if possible; this is mandatory for EDI-INVOIC.

Example of a billing address:

Manor AG, Basel
Distribution Centre ← E.g.: Möhlin Distribution Centre
Abbreviation DC + No. of the Group ← E.g.: MOE 212
P.O. Box
8901 Urdorf

Suppliers with a Markant contract:

The billing address specified on the invoice must always be issued to a Distribution Centre with the correct GLN (see RALA list of Markant Syntrade AG). Invoices must be sent in a separate envelope to Markant Syntrade Schweiz AG, Unterdorfstrasse 12, 8808 Pfäffikon. The delivery address is always a Distribution Centre and must also have a valid GLN in accordance with the Markant RALA list.

The final recipient of the goods (department store) must, if possible, be noted on the invoice. In the case of EDI-INVOIC, a GLN must also be noted here in accordance with the Markant RALA list.

Example of a billing address:

GLN 7612096479856
Manor AG, Basel
Distribution Centre ← E.g.: Möhlin Distribution Centre
Industriestrasse 7
4313 Möhlin

Example of a delivery address:

GLN 7612096062256
Manor AG, Basel
Distribution Centre ← E.g.: Möhlin Distribution Centre
Abbreviation DC + No. of the Group ← E.g.: MOE 212
Industriestrasse 7
4313 Möhlin

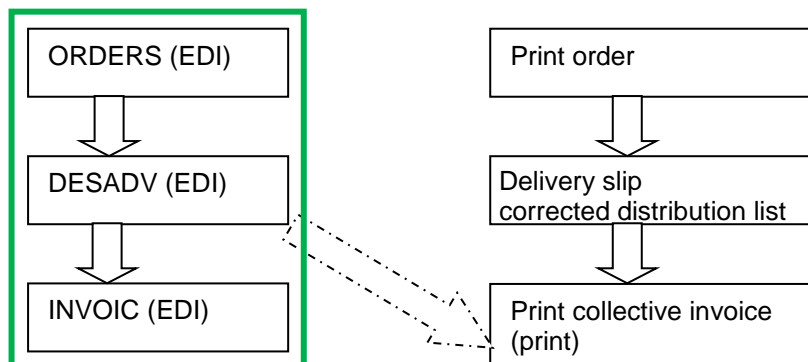
7.3. General guidelines

For invoicing, we refer to the applicable guidelines for Suppliers, which can be viewed at www.manor.ch/de/u/suppliers-en.

Among other things, the following points must be observed:

- Original invoice documents must be sent.
- The complete Manor order number (7 digits) must be stated in the invoice header.
- The contents of the invoice shall include the item data (item description, possibly with sizes and colours), our item numbers, invoiced quantities, the valid purchase prices and, if agreed, the valid sales prices.
- The details section of the invoice shall specify:
Invoiced quantity (price unit in kilos e.g. 10 kilos) incl. value per item
Delivered quantity (info in units)
- Invoice footer text:
This should include the total value of any ancillary costs (postage, surcharges, deductions, labelling, etc.), the total amount subject to VAT, the VAT as a percentage and value, and the gross invoice amount.
- The invoice may not be sent before delivery of the goods.
- The following email address must be used for all reminders (including copies of invoices): **ap.query@manor.ch**

7.4. General policy / request for Cross-Docking



According to the 1:1:1 principle

8. Goods returns

8.1. In ongoing Cross-Docking I Operation:

Taking back promotional goods

As stated in Chapter 2.2, the Supplier will only take back promotional goods where this has already been agreed in advance between Manor and the Supplier.

Taking back goods supplied for demonstration and sampling

As stated in Chapter 2.3, any return of goods supplied for demonstration and sampling must have been agreed in advance between Manor and the Supplier.

Accounting for returns – throughout the Group

If a Group-wide decision is made to return cross-docked goods, these will be returned by the store to the Distribution Centre. The Distribution Centre collects and confirms the returns so the stores automatically receive a credit note. This is followed by returning the goods to the Supplier. The discharge is carried out via debit note or credit note, depending on the agreement.

Accounting for returns – individual operating units

Must be agreed separately by the operating unit with the Supplier. The goods are then returned to the Supplier and the credit note or the replacement delivery goes directly from the Supplier to the **operating unit**.

9. Concluding and accompanying measures

The following additional aspects should be considered after the transition process is completed:

9.1. Service Level Agreement and / or Condition Agreement

A service level agreement (SLA) or a condition agreement is drawn up in the conclusion to the transition to Cross-Docking I. These must be stored in the system. If collection is agreed, the percentage for the logistical reimbursement must also be defined. All special agreements between Manor, the Supplier and, depending on the situation, the transporter is recorded in this. In addition, the document contains the general guidelines applicable to the situation as found in this guide.

After completion, the SLA is signed by all parties concerned.

9.2. Quality Assurance

To guarantee the smooth Cross-Docking I flow of goods, Manor carries out quality assurance checks. The process is checked against the points specified in this document and those agreed in the SLA.

There is a particular focus on delivery times and delivery quality, among other things.

In the event of non-compliance, Manor reserves the right to charge for the corresponding additional expense.

10. Checklist


Topic/Chapter	Checkpoint		
Ranges 2.1. – 2.10. (Purchasing)	1	Are all item master data coordinated with the purchasing department?	
	2	Is the handling of promo orders defined?	
	3	Have all item types been coordinated and clarified? (Promo, demo, basic, own brands, etc.)	
Ordering and delivery times 3.1 – 3.4.	4	Are the stipulated time frames realistic?	
	5	Have time-limited exceptions been taken into account? (Seasonality, company holidays, etc.)	
	6	Have lead times been adhered to?	
Orders 4.1. – 4.4.	7	Are the GLN numbers for EDI orders correct?	
	8	Are the delivery dates communicated correctly?	
	9	Are all the details of the order comprehensible?	
Transport 5.1. – 5.3.	10	Is the charging of transport costs regulated?	
	11	Have the time frames been communicated to all stakeholders?	
Delivery 6.1. – 6.6. (DC)	12	Have all the specifications of the labelling been complied with?	
	13	Is the delivery complete?	
	14	Are there any subsequent deliveries related to the original order no.?	
	15	Have all the requirements of the delivery slip been met?	
Invoices 7.1. – 7.4. (Back office)	16	Does the invoice comply with the specifications?	
	17	... and the applicable order quantity and order prices?	
	18	Is the invoice correct?	
Goods returns 8.1 – 8.2.	19	Is there a schedule for the warehouse returns?	
	20	Has the returns process been clearly defined?	
Concluding and accompanying measures 9.1. – 9.2.	21	Are all data in the SLA / condition agreement correct?	
	22	Final approval for goods flow changeover must be approved through Manor Supply Chain	

Figure 10: Example checklist for Cross-Docking transition, Manor internal

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